Open and Transparent Government

Total number of public records requests received

Metric Definition	Total number of public records requests received within the reporting period.

Current	Previous	Trend
861	N/A	N/A

Reporting Cycle Quarterly (July 1, 2017 - September 30, 2017)

Additional Details Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition	Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Current	Previous	Trend
680	N/A	N/A

Reporting Cycle Quarterly (July 1, 2017 - September 30, 2017)

Additional Details Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition	Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).

Goal Met	Current	Previous	Target	Trend
	1.36	N/A	10	N/A

Reporting Cycle Quarterly (July 1, 2017 - September 30, 2017)

Additional Details Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled by the next business day are calculated as one day. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition	Percentage of public records requests sent to the agency and acknowledged by the next business day (received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).			

Goal Met	Current	Previous	Target	Trend
	0.98	N/A	100%	N/A

Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)

Additional Details	Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Percentage of current employees completing public records training

Metric Definition	Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
Yes	100%	N/A	100%	N/A

Reporting Cycle	Annual (March 1, 2016 - February 28, 2017)
Additional Details	Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle. All current WisDOT employees had, by March 1, 2017, completed DOA's enterprise-wide open records training, as reported by our Bureau of Human Resources Management to DOA on March 13, 2017. Additionally, all WisDOT employees received an email with the WisDOT-specific supplemental materials from our Bureau of Human Resources Services on March 31, 2017.

Percentage of new employees completing public records training

Metric Definition	Percentage of new employees that completed public records training with 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
Yes	100%	N/A	100%	N/A

Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)
Additional Details	Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date. All new WisDOT employees are trained using the Bureau of Human Resources Services' online New Employee Orientation curriculum, which is required within several weeks of joining the Department. The New Employee Orientation online curriculum includes DOA's enterprise training module on open records as well as the WisDOT-specific supplement.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition	Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend

Yes	100%	N/A	100%	N/A

Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)
Additional Details	It is required that all exiting employees receive notice of public records retention obligations *on or before* last day of employment. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle. This is done at WisDOT by requiring all exiting employees review and complete a Form DT1482, which includes an acknowlegemetn that exiting employees shall follow record retention requirements for state records they manage.

Examples for "Average time taken to fulfill public records requests":

Request received March 15, 2017 (<u>not</u> included in metric requests received)

Request completed April 14, 2017 (included in metric requests completed)

Time taken to fulfill = 22 business days - day one is March 16 and day 22 is April 14 (included in metric average time to fulfill)

Request received Sunday, April 23, 2017 (included in metric requests received)

Request completed Monday, April 24, 2017 (included in metric requests completed)

Time taken to fulfill = 0 business days - day one is April 24 and completed within 24 hours (included in metric average time to fulfill)